

AETNA BETTER HEALTH

Louisiana Medicaid Managed Care Non-Compliance Actions

January 1, 2020 to Present

Tracking Number	Failed Deliverable or Non-Compliance with Contract Requirements	Notice of Action	Deadline to Cure	Notice of Monetary Penalty	Monetary Penalty Amount	Dispute or Appeal	Responses or Related Correspondence	Closure Date
AET2-32	[Provider Network] Failure to validate provider directory data and maintain an accuracy rate of at least 75% or 50% with 2% improvement.			1/10/2020	\$50,000			
AET2-33	[Quality Management] Failure to demonstrate full compliance in an external quality review.	2/14/2020						7/31/2020
AET2-35	[Services and Benefits] Failure to provide non-emergency medical transportation to eligible enrollees.	2/24/2020		7/22/2020 11/10/2020 2/3/2021 2/10/2021 3/29/2021 5/6/2021 7/16/2021 10/1/2021	\$10,000 \$35,000 \$10,000 \$5,000 \$5,000 \$5,000 \$5,000 \$5,000			
AET2-36	[Quality Management] Failure to conduct quarterly Member Advisory Council meetings.	3/30/2020					4/29/2020	5/12/2020
AET2-37	[Claims and Encounter Management] Engaging in the payment of prohibited fees to pharmacy benefits manager.	5/15/2020						
AET2-38	[Claims and Encounter Management] Failure to reprocess claims within contract timeframe.	6/30/2020						7/9/2020
AET2-39	[Services and Benefits] Failure to implement drug utilization program edits within the contract timeframe.	9/16/2020						

AET2-50	[Services and Benefits] Failure to follow credentialing requirements for non-emergency medical transportation providers	8/18/2021						
AET2-51	[Provider Network] Failure to validate provider directory data and maintain an accuracy rate of at least 75% or 50% with 2% improvement.			9/29/2021 11/2/2021	\$50,000 \$3,000			
AET2-52	[Provider Network] Failure to validate provider directory data and maintain an accuracy rate of at least 75% or 50% with 2% improvement.			10/6/2021	\$50,000			
AET2-53	[Quality Management] Failure to demonstrate full compliance in an external quality review.	10/15/2021						

Note: Blank cells represent fields that are not applicable as of publication.

Aetna Better Health
2400 Veterans Memorial Blvd.,
Suite 200
Kenner, LA 70062